

COMPLAINT INFORMATION

1. Information about the person who experienced the civil rights/civil liberties violation

Name:

(b)(6)

Date of Birth:

(b)(6)

Alien Registration #:

(b)(6)

Please contact me through the organization filing this complaint on my behalf. Esperanza Immigrant Rights Project has my current contact information and can facilitate any necessary follow-up.

2. Information about the person filling in this complaint on behalf of the complainant

Name:

(b)(6)

Program Director

First

Last

Job title

Organization: Esperanza Immigrant Rights Project

Phone #: Work: (213) 251-3535

Mailing address: 1530 James M. Wood Blvd., Los Angeles, CA 90015

3. What happened?

(b)(6)

Unlike other minors, seventeen-year-old (b)(6) was not placed in a cold hielera. (b)(6) was given access to personal hygiene items as he needed them, and was detained for less than three days. However, he still did not receive adequate food and his belt and other items were never returned to him.

4. Who treated you unfairly? Customs and Border Protection

5. Have you contacted any other DHS component or other federal, state, or local government agency or court about this complaint? No





Catholic
Charities
of Los Angeles, Inc.

WAIVER OF ANONYMITY FOR CRCL/OIG COMPLAINT

Date: 4/10/17

Name: (b)(6)
DOB: (b)(6)

A#: (b)(6)

I authorize the Esperanza Immigrant Rights Project or any of its duly authorized representatives to file a complaint on my behalf with the Office of Civil Rights and Civil Liberties (CRCL) and the Office of the Inspector General (OIG). I understand that I may be contacted at the later date by either of these agencies to confirm the allegations set forth in my complaint. I understand that my filing this complaint will not negatively affect my immigration case, nor will it confer any legal immigration status on me or my dependents.

I understand that Esperanza may use my personal story in future advocacy surrounding this complaint, but that Esperanza will never use my name or any information that could be used to identify me publicly.

I understand that the filing of the complaint does not initiate representation for immigration purposes. An attorney from Esperanza will not accompany me to court unless I have an independent representation agreement with Esperanza. My participation is voluntary and willing and does not guarantee a specific outcome for immigration purposes.

I understand that this consent expires one year from the date of my signing and I may withdraw my consent at any time.

BY SIGNING THIS AGREEMENT, I INDICATE MY UNDERSTANDING AND AGREEMENT WITH ITS ENTIRE CONTENTS.

IF I DO NOT READ AND UNDERSTAND ENGLISH, THIS AGREEMENT HAS BEEN READ TO ME IN THE Spanish LANGUAGE BY (b)(6) (print name) AND I UNDERSTAND AND AGREE WITH ITS ENTIRE CONTENTS.

(b)(6)
Signature

5/02/2014
Date

COMPLAINT INFORMATION

1. Information about the person who experienced the civil rights/civil liberties violation

Name: (b)(6)

Date of Birth: (b)(6) Alien Registration #: (b)(6)

Please contact me through the organization filing this complaint on my behalf. Esperanza Immigrant Rights Project has my current contact information and can facilitate any necessary follow-up.

2. Information about the person filling in this complaint on behalf of the complainant

Name: (b)(6) Program Director
First Last Job title

Organization: Esperanza Immigrant Rights Project

Phone #: Work: (213) 251-3535

Mailing address: 1530 James M. Wood Blvd., Los Angeles, CA 90015

3. What happened?

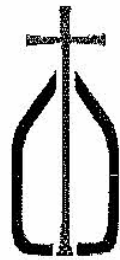
(b)(6)

(b)(6) a sixteen year old boy, was held in more than one CBP detention center. He was fed cold instant noodles that were not fully cooked. The holding cell was very cold. When asked to turn down the AC, immigration officials instead made it colder. The lights were kept on all night and there was a lot of noise, so he could not sleep. Immigration officials did not allow him to use the phone to communicate with his parents or the consulate. They did not return all of his belongings, including his birth certificate.

4. Who treated you unfairly? Customs and Border Protection

5. Have you contacted any other DHS component or other federal, state, or local government agency or court about this complaint? No





Catholic
Charities
of Los Angeles, Inc.

WAIVER OF ANONYMITY FOR CRCL/OIG COMPLAINT

Date: 5-15-2014

Name: (b)(6)

DOB: (b)(6)

A#: (b)(6)

I authorize the Esperanza Immigrant Rights Project or any of its duly authorized representatives to file a complaint on my behalf with the Office of Civil Rights and Civil Liberties (CRCL) and the Office of the Inspector General (OIG). I understand that I may be contacted at the later date by either of these agencies to confirm the allegations set forth in my complaint. I understand that my filing this complaint will not negatively affect my immigration case, nor will it confer any legal immigration status on me or my dependents.

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(b)(6)

Signature

Date

5-15-2014

COMPLAINT INFORMATION

1. Information about the person who experienced the civil rights/civil liberties violation

Name:

(b)(6)

Date of Birth:

(b)(6)

Alien Registration #:

(b)(6)

Please contact me through the organization filing this complaint on my behalf. Esperanza Immigrant Rights Project has my current contact information and can facilitate any necessary follow-up.

2. Information about the person filling in this complaint on behalf of the complainant

Name:

(b)(6)

First

Last

Program Director

Job title

Organization: Esperanza Immigrant Rights Project

Phone #: Work: (213) 251-3535

Mailing address: 1530 James M. Wood Blvd., Los Angeles, CA 90015

3. What happened?

(b)(6)

(b)(6)

fled Guatemala after she was kidnapped and repeatedly raped for two months by men who she believes were associated with the drug cartels. They tied her to a pole in a remote location in the mountains for those two months where she was rarely given food or water. After her parents were finally able to gather the money to pay for her ransom, one of the men who kidnapped (b)(6) began to follow her and tell her she would be kidnapped and raped again and again—if she was not careful. She felt she had no other choice but to flee her country. In CBP detention, she became ill from the food that was given to her. She was forced to sleep on a hard block surface on the floor. Her personal belongings were never returned to her, including a belt and money that she had saved for her journey

4. Who treated you unfairly? Customs and Border Protection

5. Have you contacted any other DHS component or other federal, state, or local government agency or court about this complaint? No





Catholic
Charities
of Los Angeles, Inc.

WAIVER OF ANONYMITY FOR CRCL/OIG COMPLAINT

Date:

5/2/14

Name:

DOB:

(b)(6)

A#:

(b)(6)

I authorize the Esperanza Immigrant Rights Project or any of its duly authorized representatives to file a complaint on my behalf with the Office of Civil Rights and Civil Liberties (CRCL) and the Office of the Inspector General (OIG). I understand that I may be contacted at the later date by either of these agencies to confirm the allegations set forth in my complaint. I understand that my filing this complaint will not negatively affect my immigration case, nor will it confer any legal immigration status on me or my dependents.

I understand that Esperanza may use my personal story in future advocacy surrounding this complaint, but that Esperanza will never use my name or any information that could be used to identify me publicly.

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(b)(6)

Signature

Date

5/2/14

COMPLAINT INFORMATION

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Name:

(b)(6)

Date of Birth:

(b)(6)

Alien Registration #:

(b)(6)

Please contact me through the organization filing this complaint on my behalf. Esperanza Immigrant Rights Project has my current contact information and can facilitate any necessary follow-up.

2. Information about the person filling in this complaint on behalf of the complainant

Name:

(b)(6)

Program Director

First

Last

Job title

Organization: Esperanza Immigrant Rights Project

Phone #: Work: (213) 251-3535

Mailing address: 1530 James M. Wood Blvd., Los Angeles, CA 90015

3. What happened?

(b)(6)

(b)(6)

a sixteen year old girl, was held in three CBP holding facilities for a total of six days. Officials did not provide her with anything to drink until she had been detained for twelve hours.

(b)(6)

was given food, but she disliked it very much. The holding cell was very cold, and the lights were kept on all throughout the night, which kept (b)(6) from getting any sleep. (b)(6) had to use a bathroom in full view of other detainees and was not given personal hygiene items, such as a toothbrush and toothpaste.

4. Who treated you unfairly? Customs and Border Protection

5. Have you contacted any other DHS component or other federal, state, or local government agency or court about this complaint? No

EXHIBIT

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Catholic
Charities
of Los Angeles, Inc.

WAIVER OF ANONYMITY FOR CRCL/OIG COMPLAINT

Date: 5/15/14

Name: (b)(6)
DOB: (b)(6)

A#: (b)(6)

I authorize the Esperanza Immigrant Rights Project or any of its duly authorized representatives to use my personal story and identifying information in their filing of a group CRCL/OIG complaint against ICE/CBP.

I understand that the filing of the complaint does not initiate representation for immigration purposes. An attorney from Esperanza will not accompany me to court unless I have an independent representation agreement with Esperanza. My participation is voluntary and willing and does not guarantee a specific outcome for immigration purposes.

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(b)(6)

5/15/14
Date



U.S. Department of Homeland Security
Office for Civil Rights and Civil Liberties
CRCL/ Compliance Branch
245 Murray Lane, SW
Building 410, Mail Stop #0190
Washington, DC 20528

VIA EMAIL TO: CRCL@dhs.gov

To Whom It May Concern:

Vanessa Pineda, Esq.
Staff Attorney
Tel: 602.307.1006
Fax: 602.340.0596
vpineda@firrp.org

Children's Program:
202 E. McDowell Rd.
Suite 165
Phoenix, AZ 85004

Web: www.firrp.org

This letter is an **OFFICIAL COMPLAINT** on behalf of (b)(6) an Unaccompanied Alien Child (UAC), regarding an instance of abuse by the Border Patrol at the time of his detention. The UAC reported that he was physically apprehended near the area of McAllen, Texas.

As an organization that provides legal assistance and advocates on behalf of unaccompanied minors who are under the care of the Office of Refugee Resettlement in Arizona, we are deeply concerned that this incident was a direct violation of the Flores Settlement Agreement and the basic civil and human rights of this child.

Attached is a formal declaration by the concerned minor, detailing the abuse he experienced with as much detail as he can remember. Also, attached is a Waiver of Anonymity signed by the UAC as consent and authority to receive personal information regarding the UAC's case with your office and any related subsequent investigation.

We hope that this incident will be promptly investigated and forwarded on to the appropriate bodies such that proper action can be taken to prevent similar incidents from occurring in the future. Please do not hesitate to contact the Florence Project with any questions or concerns you might have regarding this complaint. We welcome the opportunity to meet with you and further assist you in resolving this issue. Thank you for your attention to this important matter and for your assistance in insuring that unaccompanied minors taken into Immigration custody along the Texas border are treated in accordance with our laws.

(b)(6)

Vanessa Pineda, Staff Attorney

Enclosures:

- DHS Office of Civil Rights and Civil Liberties Civil Rights Complaint Form
- Waiver of Anonymity for CRCL/OIG Complaint
- Declaration of Unaccompanied Alien Child (UAC)





Department of Homeland Security (DHS)
Office for Civil Rights and Civil Liberties

Civil Rights Complaint

Fillable Version (last modified 3/15/2011)

The purpose of this form is to assist you in filing a civil rights/civil liberties complaint with the Department of Homeland Security (DHS) Office for Civil Rights and Civil Liberties (CRCL) regarding DHS programs and activities. This form is not intended to be used for complaints about employment with DHS. You are not required to use this form to file a complaint; a letter with the same information is sufficient. However, if you file a complaint by letter, you should include the same information that is requested in the form.

CRCL Mission:

The DHS Office for Civil Rights and Civil Liberties (CRCL) supports the Department as it secures the nation while preserving individual liberty, fairness, and equality under the law. We investigate claims of civil rights and civil liberties abuses, to help DHS improve protections and programs.

Do you have a DHS civil rights or civil liberties complaint? If you believe that DHS personnel or a DHS program or activity has violated your rights, we want to hear from you. Fill out this form, or write us an email or letter.

In connection with a DHS program, activity, or policy, have you experienced:

- Discrimination based on your race, ethnicity, national origin (including language proficiency), religion, gender, or disability? (Note: do not use this form to make a complaint about employment discrimination; see www.dhs.gov/eeo.)
- Denial of meaningful access to DHS or DHS-supported programs, activities, or services due to limited English proficiency?
- Violation of your rights while in immigration detention or as a subject of immigration enforcement?
- Discrimination or inappropriate questioning related to entry into the United States?
- Violation of your right to due process, such as your right to timely notice of charges or access to your lawyer?
- Violation of the Violence Against Women Act's confidentiality requirements?
- Physical abuse or any other type of abuse inflicted upon you?
- Any other civil rights or civil liberties violation related to a DHS program or activity?

Notes on Confidentiality and Anonymity:

- A) You may remain anonymous by not filling in your name, below. However, CRCL may not be able to investigate your complaint unless you provide enough information to conduct an investigation.
- B) Disclosure of the information you provide, including your identity, is on a "need-to-know" basis, and is discussed in the Privacy Statement at the end of this document. **IF YOU CHECK THE BOX BELOW, WE WILL NOT DISCLOSE YOUR IDENTITY TO OTHER OFFICES, IN OR OUT OF DHS (unless it is necessary for investigation of criminal misconduct).** Note, however, that this will in many situations make it very difficult or impossible, practically speaking, for us to investigate the allegations you raise.
☐ I do NOT want CRCL to disclose my name to other offices, and understand this decision will often make it impossible for an investigation to take place.
- C) Reprisal against complainants to CRCL is unlawful; if you feel you have been a victim of reprisal, CALL US. 1-866-644-8360.

Complaint Information

If you don't speak/write English, CRCL has access to interpreters and can talk to you in any language.

① **Information about the person who experienced the civil rights/civil liberties violation**

(fill in what you can)

Name: (b)(6) _____
First and Middle Last

Phone #: Cell: _____ Home: _____ Work: _____

Please note that we may contact you at the provided numbers.

Mailing Address: C/O The Florence Project, 202 E. McDowell St., Ste. #165, Phoenix, AZ 85004
PO Box or Street address City State Zip

Date of Birth: (b)(6) _____ Email (optional): _____

Alien Registration #: (If you have one and it's available): (b)(6) _____

- ☐ Check here if you are in detention now.

Which facility? Southwest Key Programs-Hacienda del Sol, 12030 N. 113th Ave., Youngtown, AZ 85363
Facility name Facility address

- ☒ Check here if you are represented by an attorney in this matter. If so please provide the attorney's name and contact information see below.

② **Are you filling in this complaint form on behalf of another individual? If yes, please provide your information.**

Name: (b)(6) (b)(6) _____ Staff Attorney
First Last Job title

Organization (if any): The Florence Immigrant and Refugee Rights Project

Phone #: Cell: _____ Home: _____ Work: (602) 307-1006

Mailing Address: 202 E. McDowell St., Ste. #165, Phoenix, AZ 85004
PO Box or Street address City State Zip

③ **What happened?** Describe your complaint. Give as much detail about your experience as possible.

See attached Minor's Declaration.

Continue on an additional page, if needed.

When did this happen? If ongoing, please indicate when the problem began.

(If it happened on more than one date, list all dates):

On or about April 19th, 2014.

Where did this happen?

Place *(for example, name the detention facility, airport, other):* _____

City: near McAllen

State or Country: Texas

④ Who treated you unfairly?

An employee, contractor, or officer of *(check as many as apply):*

☐ Citizenship and Immigration Services (USCIS)

☒ Customs and Border Protection (CBP)*

☐ Customs Officer

☒ Border Patrol Agent

☐ Federal Emergency Management Agency (FEMA)

☒ Immigration and Customs Enforcement (ICE)

☐ Secret Service (USSS)

☐ Transportation Security Administration (TSA)*

☐ U.S. Coast Guard (USCG)

☐ Other DHS program *(specify):* _____

☐ Not sure which DHS office

☐ Non-DHS employee working under the authority of DHS (e.g., 287g officer)

specify: _____

*If your complaint is about an incident at an airport, train station, or border crossing, you may also file a complaint with the Department of Homeland Security's Traveler Redress Inquiry Program (TRIP). TRIP and this Office will review your complaint together, resulting in a faster response. Go to: www.dhs.gov/trip.

⑤ List anyone else who may have seen or heard what happened.

(If you do not know their names, provide whatever details you can)

Names (or other information, e.g., agency): _____

Mailing Address: _____

PO Box or Street address

City

State or Country

Zip

Phone No.: _____

Email: _____

Names (or other information, e.g., agency): _____

Mailing Address: _____

PO Box or Street address

City

State or Country

Zip

Phone No.: _____

Email: _____

Continue on an additional page, if needed.

- ⑥ Have you contacted any other DHS component or other federal, state, or local government agency or court about this complaint?

☐ Yes: Agency/Office/Court _____ Date: _____

☒ No

If so, has anyone responded to your complaint?

☐ Yes ☐ No

If Yes, describe what has been done to respond to your complaint:

Continue on an additional page, if needed.

- ⑦ Is there any other information you want us to know about or consider?

See attached cover letter and Minor's Declaration.

Continue on an additional page, if needed.

- ⑧ If you are not proficient in English, please indicate the language in which you prefer we communicate with you.

Minor speaks Spanish.

- ⑨ If you have problems understanding this form or any other question, contact CRCL:

E-mail: crcl@dhs.gov

Phone: Local: 202-401-1474 or

Toll Free: 866-644-8360

TTY: Local TTY: 202-401-0470

Toll Free TTY: 866-644-8361

Fax: 202-401-4708

By U.S. Postal Service:

Department of Homeland Security

CRCL/Compliance Branch

245 Murray Lane, SW

Building 410, Mail Stop #0190

Washington, DC 20528

Note: Because of security measures, it can take up to 4 weeks for us to receive U.S. mail.

- ⑩ To submit this form by email, please save, attach, and send to crcl@dhs.gov. Please attach or send all information that supports your complaint, such as documents, photos, medical records, grievances, or witness statements.

Submit copies, not originals; put your name and the date of this complaint on each document. (Fax to: 202-401-4708, or email scans of your documents to crcl@dhs.gov, or mail to the address listed above.)

Keep a copy of this complaint for your records.

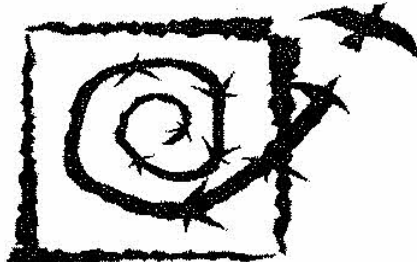
Privacy Act Statement

Under 6 U.S.C. § 345 and 42 U.S.C. § 2000ee-1, the Office for Civil Rights and Civil Liberties (CRCL) is authorized to investigate complaints and information from the public about possible violations of civil rights or civil liberties related to DHS employees, programs, or activities. A federal law, called the Privacy Act, says we must explain how we protect your information while processing your complaint.

If your complaint is more appropriately handled by a different federal office, we will refer it to that office. In order to investigate your complaint, CRCL will disclose the information regarding your complaint to other appropriate DHS offices, including the Office of the Inspector General. CRCL may also disclose certain information from your complaint if we are required by law to do so or if there is no privacy impact. For example, we send reports to Congress every three months about complaints submitted by the public. Those reports describe the **types** of complaints, and **do not include personal information**. To read our past reports, go to www.dhs.gov/crcl.

To learn more about the Privacy Act go to the Federal Information Center, www.pueblo.gsa.gov.

You may use the following pages to include additional information about your complaint if needed. Please specify which number(s) above you are continuing.



FLORENCE
IMMIGRANT
& REFUGEE
RIGHTS PROJECT

WAIVER OF ANONYMITY FOR CRCL/OIG COMPLAINT

Date: 5/2/2014

Name

(b)(6)

A#:

(b)(6)

DOB:

I authorize the Florence Immigrant and Refugee Rights Project (FIRRP) or any of its duly authorized representatives to file a complaint on my behalf with the Office of Civil Rights and Civil Liberties (CRCL) and the Office of the Inspector General (OIG). I understand that I may be contacted at the later date by either of these agencies to confirm the allegations set forth in my complaint. I understand that my filing this complaint will not negatively affect my immigration case, nor will it confer any legal immigration status on me or my dependents.

I understand that FIRRP may use my personal story in future advocacy surrounding this complaint, but that FIRRP will never use my name or any information that could be used to identify me publicly.

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(b)(6)

Signature

5/2/2014

Date

(b)(6)

DECLARATION

I, (b)(6) do swear to the following statements and information, which I believe to be true and correct to the best of my knowledge, and which have been orally translated back to me in person in the Spanish Language. I certify, under penalty of perjury, that this declaration is true and correct pursuant to 28 USC sec. 1746.

- 1) My name is (b)(6)
- 2) I speak Spanish.
- 3) I am currently residing at the [REDACTED] Shelter, located in Youngtown, Arizona.
- 4) I was born on [REDACTED] 1997, in Guatemala
- 5) On or about April 16, 2014, I crossed the U.S.-Mexico border near McAllen, Texas.
- 6) On or about April 19, 2014, I waved down a police officer to turn myself in because I had not eaten in approximately 3 days. The police officer called a border patrol officer who picked me up. This border patrol officer treated me well.
- 7) The border patrol officer drove me to a building.
- 8) I was then taken into a small office with two officers. I was told that I was going to the Guatemalan Consulate. The first official was a female officer dressed in a black uniform. She may have been Guatemalan because she reminded me of the women from my country. She spoke Spanish. She had black hair, black eyes, and was thin and tall.
- 9) The second officer was a white male dressed in a green uniform. He had green eyes and red hair. The male officer also spoke Spanish and was very tall.
- 10) This female officer accused me of lying about my birth date and age. She also insulted me. The female officer said that my federal Guatemalan ID and my birth certificate were both false documents.
- 11) The female officer threatened me. She said that if I did not say the truth about my age I would become the wife of a black male detainee and the other detainees. Then the female officer left the room and I was alone with the male officer.
- 12) The male officer told me to take off all of my clothes. He patted my body down but did not touch my private parts.
- 13) While I was still in the nude, the officer made me swear that I was telling the truth. Then he began asking me how old I was, my birth date, and where I was coming from. While I was undressed I remember the male officer laughing at me. I was undressed for about 15 minutes.

(b)(6)

- 14) After his questioning was complete, the male officer allowed me to put my clothes back on. Then he told me to sit and wait on a bench outside of the room.
- 15) When I was waiting outside of the room, a third male officer appeared. He called me a liar and then went into the small room where the second officer had undressed me. When he came back from the room, the third officer returned my identification and birth certificate that the second officer had thrown away. As he returned my documents, the third officer said that I would pay for being a liar.
- 16) Then I was taken to a larger room with more minors. I could not sleep because they did not turn the lights off the entire night. I stayed in that place for about half of the night.
- 17) I was then taken to another center with 1 adult and about 21 minors. They treated me better at the second center. I was at the second place for about 2 days.
- 18) The only time I was ever handcuffed was when I was being transferred from the second center to the airport before coming to the shelter in Arizona. My hands were handcuffed together with a chain around my waist. My ankles were also chained together.
- 19) As we travelled from Texas to Arizona, the other minors shared their stories and were treated similarly. They also had stories about being undressed and questioned about their age.

55 2014

Date

(b)(6)

CERTIFICATE OF TRANSLATION

I, (b)(6) certify that I am competent in the Spanish language. I orally interpreted the foregoing affidavit from the English to the Spanish language. This oral interpretation was true and accurate to the best of my abilities.

Date:

5/5/14

(b)(6)

From: [Salvano-Dunn, Dana](#)
To: [CRCL Compliance](#)
Cc: (b)(6)
Subject: FW: Response to UAC Complaint Submission
Date: Tuesday, July 01, 2014 1:07:37 PM
Attachments: [Response re UAC complaint submission \(b\)\(6\) 7.30.14.pdf](#)
Importance: High

Dana Salvano-Dunn
Director Compliance Branch
Office for Civil Rights and Civil Liberties
U.S. Department of Homeland Security

Tel (202) 357- (b)(6)

This message may contain attorney-client communications, attorney work product, and agency deliberative communications, all of which may be privileged and not subject to disclosure outside the agency or to the public. Please consult with the Department of Homeland Security, Office of General Counsel before disclosing any information contained in this email.

From: CRCL Officer
Sent: Monday, June 30, 2014 4:50 PM
To: (b)(6)
Cc: (b)(6);
Subject: Response to UAC Complaint Submission
Importance: High

Good afternoon,

Please find the attached response regarding the unaccompanied children (UAC) complaint submission.

If there are any questions please contact us.

Regards,

Office for Civil Rights and Civil Liberties
U.S. Department of Homeland Security
202-357- (b)(6)





**Homeland
Security**

June 30, 2014

(b)(6)

Florence Immigrant Rights & Refugee Project

(b)(6) [@firrp.org](mailto:(b)(6)@firrp.org)

Dear Ms. (b)(6)

Thank you for contacting the Department of Homeland Security (DHS) Office for Civil Rights and Civil Liberties (CRCL) regarding the treatment of unaccompanied children (UAC) in DHS custody. It is, without question, an urgent humanitarian situation that requires all of our collective efforts to solve. We are in the process of analyzing and categorizing the information sent in your joint complaint filing. We are grouping the complaints by Border Patrol Sector and triaging the most serious allegations to make any investigation that we initiate more effective. However, prior to CRCL opening any complaints, CRCL must refer the matters to the Office of the Inspector General (OIG), as that office has the option to retain any complaint allegations CRCL receives and conduct its own investigation. Please note that some of the information provided will not become a formal complaint because it lacks sufficient information for us to investigate, the issue is covered in other complaints, or because the concern was recently investigated by CRCL and CRCL is working with CBP for final resolution. However, the allegations we do not investigate will be entered into our database and tracked as part of CRCL's Compliance Information Layer.

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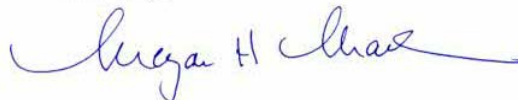
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Sincerely,



Megan H. Mack
Officer for Civil Rights and Civil Liberties
U.S. Department of Homeland Security

Copies to:

(b)(6)

Americans for Immigrant Justice

(b)(6)

@aijustice.org

(b)(6)

ACLU Border Litigation Project

(b)(6)

@acluaz.org

(b)(6)

Esperanza Immigrant Rights Project

(b)(6)

@ccharities.org

(b)(6)

National Immigrant Justice Center

(b)(6) [@heartlandalliance.org](mailto:(b)(6)@heartlandalliance.org)

From: [Salvano-Dunn, Dana](#)
To: [CRCL Compliance](#)
Cc: (b)(6)
Subject: FW: Response to UAC Complaint Submission
Date: Tuesday, July 01, 2014 1:07:53 PM
Attachments: [Response re UAC complaint submission \(b\)\(6\) 6.30.14.pdf](#)
Importance: High

Dana Salvano-Dunn
Director Compliance Branch
Office for Civil Rights and Civil Liberties
U.S. Department of Homeland Security

Tel (202) 357- (b)(6)

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From: CRCL Officer
Sent: Monday, June 30, 2014 4:48 PM
To: (b)(6)
Cc: (b)(6)
Subject: Response to UAC Complaint Submission
Importance: High

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If there are any questions please contact us.

Regards,

Office for Civil Rights and Civil Liberties
U.S. Department of Homeland Security
202-357- (b)(6)





Homeland
Security

June 30, 2014

(b)(6)

Esperanza Immigrant Rights Project

(b)(6)

[@ccharities.org](mailto:(b)(6)@ccharities.org)

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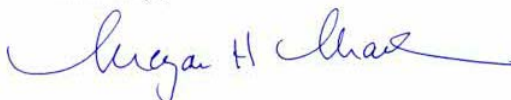
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Sincerely,



Megan H. Mack
Officer for Civil Rights and Civil Liberties
U.S. Department of Homeland Security

Copies to:

(b)(6)

Americans for Immigrant Justice

(b)(6)@aijustice.org

(b)(6)

ACLU Border Litigation Project

(b)(6)@acluaz.org

(b)(6)

National Immigrant Justice Center

(b)(6)@heartlandalliance.org

(b)(6)

Florence Immigrant Rights & Refugee Project

(b)(6) [@firrp.org](mailto:(b)(6)@firrp.org)

From: [Salvano-Dunn, Dana](#)
To: [CRCL Compliance](#)
Cc: (b)(6)
Subject: FW: Response to UAC Complaint Submission
Date: Tuesday, July 01, 2014 1:08:40 PM
Attachments: [Response to NIJC re UAC complaint submission \(b\)\(6\) 6.30.14.pdf](#)
Importance: High

Dana Salvano-Dunn
Director Compliance Branch
Office for Civil Rights and Civil Liberties
U.S. Department of Homeland Security

Tel (202) 357- (b)(6)

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From: CRCL Officer
Sent: Monday, June 30, 2014 4:39 PM
To: (b)(6)
Cc: (b)(6)
Subject: Response to UAC Complaint Submission
Importance: High

Good afternoon,

Please find the attached response regarding the unaccompanied children (UAC) complaint submission.

If there are any questions please contact us.

Regards,

Office for Civil Rights and Civil Liberties
U.S. Department of Homeland Security
202-357- (b)(6)





Homeland
Security

June 30, 2014

(b)(6)

National Immigrant Justice Center | Heartland Alliance
208 S. La Salle Street, Suite 1300
Chicago, IL 60604

(b)(6) [@heartlandalliance.org](mailto:(b)(6)@heartlandalliance.org)

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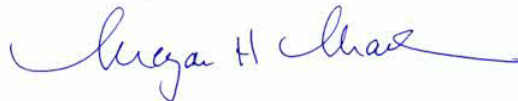
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(b)(6)

Sincerely,



Megan H. Mack
Officer for Civil Rights and Civil Liberties
U.S. Department of Homeland Security

Copies to:

(b)(6)

Americans for Immigrant Justice

(b)(6)

@aijustice.org

(b)(6)

ACLU Border Litigation Project

(b)(6)

@acluaz.org

(b)(6)

Esperanza Immigrant Rights Project

(b)(6)

@ccharities.org

(b)(6)

Florence Immigrant Rights & Refugee Project

(b)(6) [@firrp.org](mailto:(b)(6)@firrp.org)

From: [Salvano-Dunn, Dana](#)
To: [CRCL Compliance](#)
Cc: (b)(6)
Subject: FW: Response to UAC Complaint Submission
Date: Tuesday, July 01, 2014 1:08:06 PM
Attachments: [Response re UAC complaint submission \(b\)\(6\) 6.30.14.pdf](#)
Importance: High

Dana Salvano-Dunn
Director Compliance Branch
Office for Civil Rights and Civil Liberties
U.S. Department of Homeland Security

Tel (202) 357- (b)(6)

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From: CRCL Officer
Sent: Monday, June 30, 2014 4:46 PM
To: (b)(6)
Cc: (b)(6)
Subject: Response to UAC Complaint Submission
Importance: High

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If there are any questions please contact us.

Regards,

Office for Civil Rights and Civil Liberties
U.S. Department of Homeland Security
202-357- (b)(6)





Homeland
Security

June 30, 2014

(b)(6)

ACLU Border Litigation Project

(b)(6) @acluaz.org

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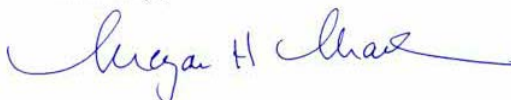
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Officer for Civil Rights and Civil Liberties
U.S. Department of Homeland Security

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From: [Salvano-Dunn, Dana](#)
To: [CRCL Compliance](#)
Cc: (b)(6)
Subject: FW: Response to UAC Complaint Submission
Date: Tuesday, July 01, 2014 1:08:21 PM
Attachments: [Response re UAC complaint submission \(b\)\(6\) 6.30.14.pdf](#)
Importance: High

Dana Salvano-Dunn
Director Compliance Branch
Office for Civil Rights and Civil Liberties
U.S. Department of Homeland Security

Tel (202) 357- (b)(6)

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From: CRCL Officer
Sent: Monday, June 30, 2014 4:43 PM
To: (b)(6)
Cc: (b)(6)
Subject: Response to UAC Complaint Submission
Importance: High

Good afternoon,

Please find the attached response regarding the unaccompanied children (UAC) complaint submission.

If there are any questions please contact us.

Regards,

Office for Civil Rights and Civil Liberties
U.S. Department of Homeland Security
202-357- (b)(6)





**Homeland
Security**

June 30, 2014

(b)(6)

Americans for Immigrant Justice

(b)(6)

[@aijustice.org](mailto:(b)(6)@aijustice.org)

Dear Mr. (b)(6)

Thank you for contacting the Department of Homeland Security (DHS) Office for Civil Rights and Civil Liberties (CRCL) regarding the treatment of unaccompanied children (UAC) in DHS custody. It is, without question, an urgent humanitarian situation that requires all of our collective efforts to solve. We are in the process of analyzing and categorizing the information sent in your joint complaint filing. We are grouping the complaints by Border Patrol Sector and triaging the most serious allegations to make any investigation that we initiate more effective. However, prior to CRCL opening any complaints, CRCL must refer the matters to the Office of the Inspector General (OIG), as that office has the option to retain any complaint allegations CRCL receives and conduct its own investigation. Please note that some of the information provided will not become a formal complaint because it lacks sufficient information for us to investigate, the issue is covered in other complaints, or because the concern was recently investigated by CRCL and CRCL is working with CBP for final resolution. However, the allegations we do not investigate will be entered into our database and tracked as part of CRCL's Compliance Information Layer.

As we review and group the allegations, we will determine how best and when to conduct investigations. Please note, CRCL already has a mid-July onsite investigation planned in Border Patrol's Rio Grande Valley Sector (RGV), where many of the joint complaint allegations occurred. We hope to expand the RGV investigation to address some issues in your joint complaint. While onsite, the team will review virtually every station in the RGV Sector. Regarding allegations that did not occur in RGV, CRCL intends to move forward on a number of investigations as soon as the IG has decided whether to retain the matters.

Following our July onsite investigation, as well as following other investigations related to the joint complaint, CRCL will work with U.S. Customs and Border Protection (CBP) on any improvements and other recommendations we develop as a result of the investigation. This includes potential recommendations addressing individual stations as well as broad recommendations addressing overarching CBP policy, procedures, and training. Subsequently, we will continue to work with CBP to ensure those recommendations are implemented. We will let you know when the investigation is complete and closed.

Please be aware that DHS has undertaken a number of efforts to address the influx of families and unaccompanied children on the southern border. To create the needed additional capacity to process the unaccompanied children in Texas, children are brought to CBP processing centers at Nogales, Arizona and El Paso, Texas before they are sent to HHS. Meanwhile, the Department of Defense (DoD) has provided space at Lackland Air Force Base in Texas for HHS to house the children before HHS can place them. DoD is also providing facilities at Fort Sill, Oklahoma and Venture, California for the same purpose. The Federal Emergency Management Agency (FEMA), other parts of DHS, and the Department of Health and Human Services (HHS) are working to continue to identify additional facilities to house and process the influx of children.

DHS is also working in tandem with HHS to expedite processing and placement for these children. We are developing ways to expedite background checks for sponsors of children, integrate CBP and HHS information sharing systems, and increase capacity to transport and place children. Additionally, DHS and HHS are increasing Spanish-speaking case management staff, increasing staff handling incoming calls from parents or guardians, and surging staff to manage the intake of CBP referrals to track shelter bed capacity and facilitate shelter designations.

Throughout the Rio Grande Valley Sector, we are conducting public health screening for all those who come into our facilities for any symptoms of contagious diseases or other possible public health concerns. Working through FEMA's National Response Coordination Center, we are coordinating with voluntary and faith-based organizations to help us manage the influx of unaccompanied children crossing the border. The American Red Cross is providing blankets and other supplies and, through its Restoring Family Links program, is coordinating calls between children in the care of DHS and families anxious about their well-being.

To stem the tide of undocumented children and families seeking to enter the United States, we have also been in contact with senior government officials of Guatemala, El Salvador, Honduras, and Mexico to address our shared border security interests, the underlying conditions in Central America that are promoting the mass exodus, and how we can work together to assure faster, secure removal and repatriation.

DHS, together with DOJ, has added personnel and resources to the investigation, prosecution, and dismantling of the smuggling organizations that are facilitating border crossings into the Rio Grande Valley. ICE will continue to vigorously pursue and dismantle these alien smuggling organizations by all investigative means to include the financial structure of these criminal organizations. These organizations not only facilitate illegal migration across our border, they traumatize and exploit the children who are objects of their smuggling operation.

We are re-initiating and intensifying our public affairs campaigns in Spanish, with radio, print, and TV spots, to communicate the dangers of sending unaccompanied children on the long journey from Central America to the United States, and the dangers of putting children into the hands of criminal smuggling organizations.

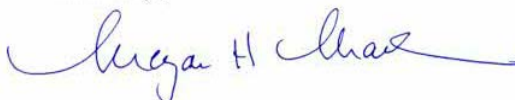
DHS is also building additional detention capacity for adults who cross the border illegally in the Rio Grande Valley with their children. For this purpose, DHS is establishing a temporary

facility for adults with children on the Federal Law Enforcement Training Center's campus at Artesia, New Mexico. The establishment of this temporary facility will help CBP process those encountered at the border and allow ICE to increase its capacity to house and expedite the removal of adults with children in a manner that complies with federal law. Artesia is one of several facilities that DHS will rely on to increase our capacity to hold and expedite the removal of the increasing number of adults with children illegally crossing the southwest border.

Meanwhile, we will also expand use of the Alternatives to Detention program to utilize all mechanisms for enforcement and removal in the Rio Grande Valley Sector. DOJ and DHS are taking additional steps to enhance enforcement and removal proceedings in the Rio Grande Valley. DOJ is adding judges in the Rio Grande Valley to handle more immigration court hearings, in cases where hearings are necessary, while also ensuring that those with asylum protection claims are appropriately reviewed. Overall, this increased capacity and resources will allow ICE to return unlawful migrants from Central America to their home countries more quickly.

Thank you for your interest in this matter of critical importance to CRCL. Please direct any further inquiries regarding your complaint submission to Dana Salvano-Dunn, Director, Compliance Branch, who can be reached at (b)(6) @hq.dhs.gov and at 202-357-(b)(6)

Sincerely,



Megan H. Mack
Officer for Civil Rights and Civil Liberties
U.S. Department of Homeland Security

Copies to:

(b)(6)
National Immigrant Justice Center
(b)(6) @heartlandalliance.org

(b)(6)
ACLU Border Litigation Project
(b)(6) @acluaz.org

(b)(6)
Esperanza Immigrant Rights Project
(b)(6) @ccharities.org

(b)(6)

Florence Immigrant Rights & Refugee Project

(b)(6) [@firrp.org](mailto:(b)(6)@firrp.org)

From: (b)(6)
To:
Cc:
Subject: RE: Preliminary Case Status Question
Date: Tuesday, August 05, 2014 6:09:29 PM

Great idea! Thanks!

From: (b)(6)
Sent: Tuesday, August 05, 2014 6:09 PM
To: (b)(6)
Cc:
Subject: RE: Preliminary Case Status Question

Will do. I will also make a note in Entellitrak, so that it is noted why they are open Contact Matters as well.

(b)(6)
Office for Civil Rights & Civil Liberties
Department of Homeland Security
(202) 357-(b)(6) (phone)
(202) 253-(b)(6) (bb)
(b)(6) @hq.dhs.gov



**Homeland
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From: (b)(6)
Sent: Tuesday, August 05, 2014 6:06 PM
To: (b)(6)
Cc:
Subject: RE: Preliminary Case Status Question

OK, you go ahead and get it scheduled. No need for us both to do that. When you do, please invite (b)(6). Also, please cut and paste the email discussion with (b)(6) the meeting invitation.

Thanks,
(b)(6)

From: (b)(6)
Sent: Tuesday, August 05, 2014 5:59 PM
To: (b)(6)

Cc: (b)(6)
Subject: RE: Preliminary Case Status Question

Sounds like a plan. I will also make a reminder as well to get a meeting scheduled once (b)(6) and (b)(6) return in mid-August.

(b)(6)
Office for Civil Rights & Civil Liberties
Department of Homeland Security
(202) 357- (b)(6) (phone)
(202) 253- (b)(6) (bb)
(b)(6) @hq.dhs.gov



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From: (b)(6)
Sent: Tuesday, August 05, 2014 4:52 PM
To: (b)(6)
Cc: (b)(6)
Subject: RE: Preliminary Case Status Question

Thanks! I'm going to recommend that we discuss with (b)(6) when everyone returns from vacations. (b)(6) I would suggest we wait to discuss with her in a couple of weeks.

I'll put a reminder on my calendar.

(b)(6)

From: (b)(6)
Sent: Tuesday, August 05, 2014 4:44 PM
To: (b)(6)
Cc: (b)(6)
Subject: RE: Preliminary Case Status Question

I'm glad to see that they received all the allegations, and have them open for investigation. Answers to your specific questions are included below. Overall, I imagine we'd treat these like we'd treat the daily ICE notices. But for CBP, my general thought is that (b)(5)

(b)(5)